

# Service Area Program Review Questions 2024-25

## **About Program Review**

### **I. Introduction Program Review**

Program Review, analysis, and evaluation are an essential part of institutional planning and development if the college is to meet the ever-changing needs of the community it serves. Therefore, the ability to measure the college's potential for institutional health lies in its capability to review and evaluate its instructional and service programs within the context of overall institutional effectiveness and to address identified needs accordingly.

### **II. Purpose of Program Review**

For the Program Review process to be successful, it should serve as a mechanism for the assessment of performance that recognizes and acknowledges fulfillment of the college's mission, academic excellence, and student achievement, improves the quality of instruction and services, fosters self-renewal and self-study. Further, it should provide for the identification of under-performance and assist programs in achieving needed improvement. Finally, Program Review should be a component of college planning that will not only lead to better utilization of existing resources but also improve the quality of instruction and service. A major function of Program Review should be to monitor and pursue the congruence between the goals and priorities of the college; the outcomes the program publicizes in its course outlines, brochures, catalog, and other publications; and the actual practices in the program.

### **Important Note:**

Clear, succinct language in the Program Review is recommended. The quality of program processes and outcomes, as thoroughly examined in the Program Review should be emphasized. Lengthy digressions from the specific questions may obscure this clear focus and should be avoided.

## **Program Review - Service Area**

### **1. Program Mission Statement**

A program's mission should include the program's purpose/primary functions, guiding values and principles, and key stakeholders. A good program mission statement is clear and concise, consistent with the Yuba College Mission and Vision, and connected to the program's own goals and objectives.

### **Helpful Links:**

- Yuba College Mission, Principles, and Objectives: <https://bit.ly/3bOfpCG>

- A. Provide a mission statement for your program that clearly and succinctly describes your program's purpose, motivations, and change it hopes to inspire.

## 2. Program Description

To address part A, consider including an organizational chart of your department.

- A. Describe your program's structure and staffing.
- B. Provide a list and a brief description of the services your program provides. Describe how these services meet the needs of students and the community. Please include standard hours of operation or scheduling, alternative modes, and schedules of delivery (e.g. online, hybrid, early morning, evening).

## 3. Institutional Alignment

### Helpful Links:

- Yuba College Mission, Principles, and Objectives: <https://bit.ly/3bOfpCG>
- Yuba College Educational Master Plan: <https://bit.ly/3JR4Z1A>
- California Community College Chancellor Office Vision for Success Goals: <https://bit.ly/3PpLM89>

- A. Explain how this program supports the College's Mission and Principles.
- B. Describe how the program contributes to the achievement of Yuba College's Educational Master Plan Objectives.
- C. Describe how the program contributes to the achievement of the California Community College Chancellors Office Vision for Success Goals.

## 4. Reflection Since Previous Program Review

Be sure to answer all parts of the questions in the prompt.

- A. Identify the point of contact for submission of this Program Review. Describe how the department's Program Review process ensured the collaborative input of all stakeholders. Who were the team members that helped complete the Program Review? How did each member contribute to the process?
- B. Describe how the program incorporated feedback received from the previous Program Review to improve the program as a whole and/or the quality of the Program Review document.
- C. Describe major accomplishments or changes in the program since the previous Program Review.
- D. Provide an overview of any significant challenges or barriers the program faces that affect the program and its ability to accomplish goals or support students and student learning.
- E. If your department has related courses, describe how college or state initiatives have influenced curriculum development.

## 5. Facilities, Equipment and Technology

### Helpful Links:

- Section 508, IT Accessibility Laws and Policies: <https://bit.ly/3JOpID2>

- A. Are the existing facilities utilized by the program adequate to support the program (e.g. room usage, office availability, lab support, and location of classes)? If not, please discuss what is necessary and why.
- B. Is the existing equipment adequate to support the program (e.g. computers, printers, other office equipment)? If not, discuss what is necessary and why.
- C. Is the existing departmental/program technology adequate to support the work of the area? If not, discuss what is necessary and why.
- D. Describe any facilities, equipment, and/or technologies the program has identified as not meeting Accessibility Standards, including Section 508, IT Accessibility Law and Policies, and the steps taken by the department to meet current standards

## **6. Outcomes**

If you have not assessed SAOs or SLOs since the last Program Review, please describe your plan to begin assessing. List the SAOs/SLOs you will assess and when. Contact the Institutional Effectiveness Analyst or Outcomes Workgroup for assistance.

- A. Provide a summary of the Service Area Outcome (SAO) results and describe Closing-the-loop activities since the last Program Review.
- B. Describe any changes, action steps, or objectives you will implement as a result of SAO assessments. If none, please explain why.
- C. If your service area offers courses with Course Outlines of Record in eLumen, please complete the following three items:
  - 1. Provide a summary of the CSLO results and describe Closing-the-loop activities since the last Program Review.
  - 2. Describe any instructional changes, action steps, or objectives you will implement as a result of CSLO assessments. If none, please explain.
  - 3. Describe how CSLOs align with institutional diversity and equity goals.

## **7. Collaboration, Morale, and Professional Development**

The goal of part D is not to list all the PD staff has participated in since the last Program Review, but rather identify a few examples of impactful PD that staff attended that led to positive changes within the program.

- A. Describe efforts to promote positive morale and a collegial atmosphere in the department (e.g., involvement and respectful treatment of diverse staff, faculty, and students).
- B. Highlight and provide examples of collaboration, dialogue, and planning between your department and other departments or academic programs at Yuba College as well as the comparable department at Woodland Community College. What plans are there to sustain or expand these activities?
- C. Highlight and provide examples of program partnerships with other schools, businesses, or community organizations, as appropriate.
- D. Highlight impactful professional development, including examples of FLEX activities and events that program staff, faculty, or managers have participated in. Provide specific

examples of how the strategies and practices learned through professional development activities contributed to improving the program, achieving program goals, and/or the college objectives.

## **8. Future Plans**

### **Helpful Links:**

- Yuba College Educational Master Plan: <https://bit.ly/3JR4Z1A>
  - California Community College Chancellor Office Vision for Success Goals: <https://bit.ly/3PpLM8>
- A. Identify short-term (1-5 years) and long-term (more than 5 years) program goals and describe strategies for addressing the goals, including timeline, budgetary requirements, and person(s) responsible. Describe how these goals support and align with the Yuba College Educational Master Plan Objectives and/or California Community College Chancellors Office Vision for Success Goals.

## **9. Suggestions**

The Program Review Workgroup will use these suggestions to inform changes to the template. Please be as specific as possible.

- A. Provide any specific suggestions and/or feedback to improve this Program Review template for future cycles.